

HORRY-GEORGETOWN TECHNICAL COLLEGE

**Summary Report on
Institutional Effectiveness**

A report to
the State Board for Technical and Comprehensive Education
and
the Commission on Higher Education

In fulfillment of Institutional Reporting Requirements

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INTRODUCTION

In the 1998-99 cycle, Horry-Georgetown Technical College completed a comprehensive assessment of its programs and activities, and a Summary Statement about each component, along with summaries of the Major Findings is included in the following narrative. The schedule for the current cycle included a number of the College's academic programs (including General Education), Procedures for Student Development, Advising, and Library/LRC Resources, as well as continuing assessments of a number of administrative services, financial departments, and facilities. The current study did not include a longitudinal assessment of transfer students to and from both two-year and four-year institutions.

GENERAL EDUCATION AND MAJORS/CONCENTRATIONS

Summary Statement:

The Program Review Committee consists of faculty, staff, and administration. The programs reviewed in the 1998-99 reporting cycle were the Associate in Arts and Associate in Science (the General Education Departments), General Business, Associate Degree Nursing, Criminal Justice Technology, and Legal/Paralegal Assistant. The recommendations for those programs were all completed or extended, as described in the following "Findings" sections. The programs reviewed for the 1998-99 to 1999-2000 cycle were Electronics Technology, Electronics Engineering Technology, Machine Tool Technology, Forestry Management Technology, Golf Course Management Technology, Turf Equipment Technician, Landscape Management, Civil

Engineering Technology, Physical Therapy Assistant, and Occupational Therapy Assistant.

Major Findings -- General Education:

In its previous assessment of General Education, the Committee had reviewed both the Associate in Science and Associate in Arts programs and had made the following recommendations -- that: 1) The Departments find an additional teleclass laboratory with connectivity to the Horry Telephone Co. and Horry County School District to allow broadcast of PACE courses to the high schools and the branch campuses., 2) The Department Heads investigate the development of higher level math telecourses to support the technical transfer programs, 3) The Department Heads and faculty develop a retention/graduation plan to include a "Home Contract" and make contact with Trident Technical College regarding their policies in cooperation with senior institutions which promote associate degree completion, 4) Recommendation: The Department Heads conduct a departmental orientation in the fall and consider the proposal of an orientation course to the Curriculum Review Committee, 5) The College improve the associate degree advisement process by addressing advisement recommendations made by the AA & AS Department for 97-98 program review to devise a plan to familiarize students with the advisement and registration steps, i.e., develop an advisement guide sheet targeted for faculty and one targeted for students, and 6) A summary of "Home Contract" information was submitted to the other academic Department Heads in October 1998. Included in the summary should be information from other technical colleges in South

Carolina, a copy of Trident Technical College's "Home Contract" and a survey distributed to the registrar's peer group.

In response to these directions, the Departments took the following actions: 1) The connectivity between HGTC's existing system and the public schools were explored by a college ad hoc committee. The committee learned that trying to connect the current HGTC system to the public schools was costly and transmission options were prohibitive. 2) A committee headed by a Mathematics Faculty Member has submitted a report on teleclasses to the Dean, and several are scheduled for development in the summer of 1999. 3) A second committee completed and submitted a Retention Graduation Plan to the Dean. 4) An orientation for AA/AS students was carried out in October and an orientation course proposal has been submitted to the Curriculum Review Committee.

Major Findings -- Majors and Concentrations:

For the General Business Department, the Committee recommended that : 1) The Department Head should request an increase in full-time faculty to meet the additional courses on the GS campus to stabilize ratio between adjunct and full-time instructors, 2) The Department Head should review existing certificates and consider the elimination or combination of certificates, 3) The Department Head should explore ways to expand the Early Childhood Development program to the Associate Degree level, and 4) The Department Head should work with Student Services and Marketing Council to increase marketing recruitment efforts for all programs in the Department.

The actions that were taken to achieve these objectives included: 1) An increase of four full-time faculty positions were requested for the General Business Department. One position, a new accounting position, was approved and has been filled, 2) A review of existing certificates was completed by the Department head and presented to the Department. It was decided that two certificates should be eliminated: Federal Income Taxation and Intermediate Accounting. This recommendation was presented to the Business Advisory Committee during its July meeting, was approved, and will be presented to the Curriculum Review Committee in the Fall, 3) Expansion of the Early Childhood Development program to the associate degree level has been discussed with the Division Dean, the Academic Staff, and the Administration, and it has been approved to move forward. And 4) The Department Head has met with Student Services personnel and, as a result, has met with several groups of students visiting the college. The Department will continue to submit action plans to the Marketing Council on a yearly basis for their consideration.

With the Associate Degree Nursing Department, the Committee recommended that: 1) The Department Head should work with the Access and Equity commission on the recruitment of minority students and faculty, 2) The Department Head should work with Student Services and the Marketing Committee to increase minority student recruitment and enrollment, and 3) The Department should request one new faculty member in each of the major areas of general education including English, mathematics, and psychology and request one new faculty member in all other areas every 3 years, on a rotating

basis. In addition, the Department should request full-time instructors in areas of general education where there is no full-time instructor assigned.

In response, the Department performed these actions: 1) ADN Department Head met with the marketing Committee Fall 1998. It was concluded that there is no problem with regard to marketing, since sixteen percent of the total applicant pool meeting the minimum requirements were minorities. The issue was the selection process, which will receive additional study. And 2) Full-time instructors were requested in 11 different areas.

After evaluating the Criminal Justice Department, the Committee recommended that: 1) The Criminal Justice Department Head in cooperation with Legal Assistant/Paralegal Assistant Department investigate the development of the Private Investigator Certificate, 2) The Department Head work with Student Services, Marketing Council, and Georgetown Campus personnel to recruit for the Law Enforcement Certificate program during the 1998-99 academic year, and at the end of the academic year make recommendations on whether to continue or discontinue the Law Enforcement Certificate, and 3) The Department continue to develop distance learning courses to meet the needs of the entire service areas.

The Department completed one action – instructor John Boyd was trained and the Department offered distance learning courses at Conway and GS; however, due to a change in departmental leadership, additional actions were continued into the next evaluation cycle.

To the Paralegal program, the Committee recommended that: 1) The

Department Head should work with the Access and Equity Commission on the recruitment of minority students and faculty, 2) The Department should request equipment for an open computer lab on the Grand Strand campus to support the academic programs, 3) The Department Head submit a marketing plan for certificate program recruitment to be developed in cooperation with the marketing committee and public relations Department, 4) The Department Head should develop a plan and request additional resources to expand the law library at the Grand Strand Campus, and 5) The Department Head investigate the feasibility of three new programs: Court Reporter, Legal Nurse Consultant, and Private Investigator.

In response, the following actions were taken: 1) The Department Head has been working with the President's liaison to the Access & Equity Committee, who serves on the Legal Assistant/Paralegal Advisory Committee. The Department Head presented the issue to the Advisory Committee in November 1998, and is currently investigating scholarship opportunities through the Access & Equity Committee. 2) Equipment funds were not available in the past year, but the request was continued. The Continuing Education Department agreed to allow curriculum students to use its computer lab in Room 101 as an open lab when there are no contract classes scheduled, and, 3) Space for expansion of the law library was not available at the time; however, the Department Head has requested to be included in the plans to move the library into the former Officer's Club on the Grand Strand Campus.

PROCEDURES FOR STUDENT DEVELOPMENT

Summary Statement:

Beginning in December 1998, the work of the Student Development Outcomes Subcommittee focused upon two components. The first area of concentration was the recommendations from the 1997-98 Institutional Effectiveness Report. Through interviews and written documentation, the subcommittee findings were as follows: of the four “incomplete, continued” recommendations, three have been cited as having been completed; one remains as incomplete and has been continued but is no longer the responsibility of this subcommittee. It may now be found under the auspices of the Facilities Subcommittee.

The second area of concentration was on the area designated for review in 1998-99, the Financial Aid/Veterans Affairs Departments. For this area, the review focused on the mission; the annual objectives; critical success factors/performance indicators by which the effectiveness of this area was to be evaluated. A summary citing past achievements and changes planned for the future was generated during this process. Financial Aid/Veterans Affairs is in total agreement with the mission of the department and that of the College. The 1998-99 annual objectives, critical success factors/performance indicators, and a summary for each of them were identified in the College report, and the actions taken in response to those recommendations will be addressed in subsequent reports.

Major Findings:

In its assessment of Student Development issues, the Committee had made

four broad-reaching recommendations: 1) To assess the buildings on the Conway Campus - particularly Buildings 100, 200, and 1000 - regarding "reasonable accommodations" for the disabled, and to implement the necessary changes, 2) To implement an already submitted plan to eliminate the very noisy and disruptive environment in the student recreation area adjacent to the Counseling Center, 3) To develop and implement a plan to provide adequate space for Educational Talent Search counselors, and 4) To request sufficient human resources for Student Development Services to meet the recommendation by the ACPA for a counselor/student ration of 1/350.

The College responded to these recommendations by: 1) Automatic doors have been installed in the west entrance of Building 200 (by Senior VP's office) and the west end of the student canteen. The elevator in Bldg. 200 has been replaced with a lift for the handicapped. A list of other "reasonable accommodations" for the disabled has been developed and prioritized. Funds are being sought to continue to make progress towards this list. 2) In November, 1998, a sheet rock wall with insulation was built in front of the glass windows as per the submitted plan referenced above. Early response from the Counseling Center is that the noise problem has been lessened. The HVAC system has been replaced; therefore, opening of the glass door for ventilation has been eliminated. The construction of the new library/student support building will provide a new location for the Counseling staff and the existing student canteen area will be renovated for other purposes. 3) Effective February, 1999, the Educational Talent Search staff was moved to Building 800. The counselors and the Directors each have a private

office, which is critical for counseling sessions. And 4) Currently the College has seven professionally trained counselors in the Counseling Center and on the branch campuses, and there are three professionally trained counselors (2 counselors and a director) in the Student Support Services area. With our student population of approximately 3,500 students, this should meet the ACPA recommended ratio.

RETENTION, ATTRITION, AND ADVISING

Summary Statement:

This committee was charged with reviewing academic advising within the college. Currently, the college has an Academic Advising Committee that is responsible for coordinating and facilitating the maintenance of an effective advisement system. The committee membership is composed of an academic dean as chair (currently Olis Jayroe), the Vice-President for Student Development (Ex Officio), the Director of Counseling, Director of Admissions, one member of the counseling staff, two at-large faculty members, one academic Department Heads from each Division, and the Vice President for Education (Ex Officio). The Academic Advising Committee should meet twice a year according to the procedure listed in the college's policy and procedure manual. During the 1998-1999 academic year, the Academic Advising Committee held no meetings.

First, it was recommended that the Academic Advising Committee meet at least twice per year in the upcoming 1999-2000 academic year. Secondly, it was recommended that this committee review an earlier proposal prepared by Dr. Dan Wysong concerning a central advising center. Third, it was recommended that a

recommendation made and passed by the Academic Advising Committee on February 4, 1998 that the college create a position for an academic advising coordinator be sent forward to academic staff for further review. These assessments were completed in 1998-99; however, no actions have been taken as of the reporting date. Therefore, responses to these recommendations will be noted in subsequent reports.

LIBRARY/LEARNING RESOURCES

Summary Statement:

The committee followed ALA standards and SACS “must” statements as it reviewed the 1998-1999 recommendations to assess improvements in the Learning Resource Center. The study revealed continuing achievements, as well as an increased need for support and funding, without which further advancement is unlikely.

Notable accomplishments made during the past year are in the area of facilities. Renovations on the Georgetown Campus are well underway, and the new building project for the Conway campus has been funded by the SC Legislature. While general recommendations for the new LRC facility on the Conway campus have been made by the LRC staff under the direction of Peggy Smith, specific recommendations for the utilization of the new facility, by the LRC Staff and by this committee, await the outcome of the current search process for a HGTC president. The new president should be an active partner in the planning process.

Major Findings:

The assessment of the Library/LRC identified three critical actions, reflected

in the recommendations: 1) To provide input for planning of the new building on the Conway Campus and renovations on the Georgetown Campus, 2) To take the necessary steps to equip as many classrooms as possible with TV's and VCR's, and 3) To request funding to update the College's reference collection.

The College effectively addressed these concerns by: 1) Plans for the new Library/LRC building have been updated and are being continually monitored, 2) \$20,000 was expended in 1998-99 on audio-visual equipment, to meet SACS guidelines, and 3) The LRC reference acquisition budget was increased by \$50,000 for the 1999-2000 year.

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